

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

By email

30 June 2016

Freedom of Information Act (FOIA)- request for information

Reference: FOI 85062016

Dear 

Thank you for your email in which you request information concerning telephone calls made to specific numbers.

Ofwat confirms it does hold the information requested and the answers have been provided under the relevant questions:

1. The total number of calls made to 118 numbers over the past three years up to and including June 2016. Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?

Please see attached 118 calls spreadsheet indicating the total calls with the total costings.

2. Please could you also provide a figure for the number of calls made to numbers beginning with "0871", "0872", "0873" and "090" over the past three years up to and including June 2016? Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?

Please see attached 087 spreadsheet with total calls made and to which telephone numbers called. Total costings = £0.00 as all calls made to numbers commencing 087 are free (for up to 60 mins) as part of Ofwat's telephone call plan.

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

**3. Please could you also provide a figure for the number of calls made to "118 118" over the past three years up to and including June 2016. Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?**

Total calls = 2. Please see attached 118 spreadsheet for total costings.

**4. Please could you also provide a figure for the number of calls made to "118 500" over the past three years up to and including June 2016. Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?**

Total = 1. Please see attached 118 spreadsheet for total costings.

**5. Please could you also provide a figure for the number of calls made to "118 111" over the past three years up to and including June 2016. Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?**

Total = 0

**6. Please could you also provide a figure for the number of calls made to "09020442408" over the past three years up to and including June 2016? Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?**

Total = 0

**7. Please could you also provide a figure for the number of calls made to "6442408" over the past three years up to and including June 2016? Please could you break this down year by year? Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year?**

Total = 0

If there is any guidance issued to staff on what numbers they can/cannot call, please can you provide this. Likewise, if there is a list of barred numbers, please could you provide this?

All calls to premium rate numbers and International calls are barred. Ofwat does not have written guidance, but all staff are advised of this at Induction.

If FOI requests of a similar nature have already been asked could you also please include your responses to those requests.

We have not had any previous requests of a similar nature.

Freedom of Information/EIR Provide the Information

---

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA  
[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

Freedom of Information/EIR Provide the Information

---

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

Christine Manise

Senior Associate, Freedom of Information

Programme and Project Management

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA